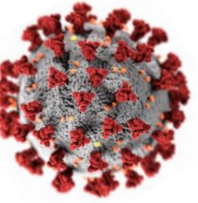




KEEPING ON: MAINTAINING CLEAR AND CONSISTENT COMMUNICATION WITH STAFF DURING A COVID-19 WORK FROM HOME SITUATION



Question: How does a circulation operation communicate effectively during a 4.5 month shutdown? Here is one story from Miami University.

Circulation Staff Projects During WfH

- Creating / Reviewing documentation.
- Online training + workshops
- Generating metadata for digitized items from Special Collections
- Transcribing digitized items from Special Collections

Anatomy of a Rapid Shutdown

- March 9 – University Senate authorizes transition to virtual classes at month’s end.
- March 13 – Face-to-face classes end
- March 15 – University closes until August – Staff on Work-from-Home (WFH) status

Challenges

- Shutdown earlier than planned
- Extra time needed to format & deliver staff laptops
- Staff dispersed across 7 counties in Ohio and Indiana
- One staff without internet or smartphone.

Keeping On, Keeping in Touch during Work-from-Home

Project Supervision

- Training before shutdown
- Troubleshooting by phone, email

Documenting Work Completed

- Staff compile on GoogleDocs
- Supervisors review for consistency

Individual meetings with supervisors

Unit meetings

- Phone, Zoom
- Opportunity for social contact, connection with co-workers, questions + updates

Social Contact

TLC (Tips, Laughs, Connected Community) Email Messages

- Photos of home workspace
- Furry at-home colleagues
- Tips on what has helped to adjust remotely
- Quotes, pictures, or anything that has made you laugh
- Anything that brightens your day

Slack Channels

- Proprietary app supporting chat, private groups + direct messaging

Learnings

- Thank heavens for pre-established phone lists
- Multiple, overlapping forms of communication are a plus
- Employees value social contact
- Work-from-Home can be a dynamic period in which library staff are able to carry on with regular and specially-assigned projects.

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